



ARMY NATIONAL GUARD

Incentives Oversight Branch Newsletter



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We would all like to wish you a happy New Year, and are glad to see improvements from the States in such a short time since the first newsletter. We are all one team. The care of Soldiers and the stewardship of resources is a joint endeavor.

Since our last newsletter was published, ARNG-HRM-I (ARNG Incentives Oversight) met with the Education and Incentives Services Officer Council (EISOC). The EISOC represents the 54 State and Territory ESOs concerning all education and incentive program-related matters. They showed great interest in process improvement relative to incentives and asked in depth questions for clarification. They were a champion for the needs and concerns of the 54 States and Territories they represent, and promised to disseminate the knowledge gained from the meeting, specifically concerning SLRP. I hope that you keep them informed and provide them with your support.

Please ensure that your State primary Incentive Managers (IMs) are taking all necessary training, to include fiscal law and recertification. I will endeavor to provide more notice as to when recertification courses are available.

We remind you that quality and timely products are critical to the care of Soldiers and the stewardships of the resources we are entrusted with. Unfortunately, we are seeing contracts that appear fraudulent. We will be alerting our leader-

ship and sending these back to the State G1s for review and placing them in a hold status until resolution. IMs should be familiar with current policy and regulations, and are highly encouraged to ask questions of the incentives support team, the EISOC or the subject matter expert at the ARNG Directorate when unsure. In addition, it is critical that there are checks and balances. Contracts are not to be certified at the first level review by the same individual that initiated them.

We are here to serve. We are taking efforts to improve communication and welcome your feedback. In addition to the newsletter, we are improving our website at [https://gkoportal.ng.mil/armg/G1/D03/HRM-I/SitePages/5\)%20Incentives%20Oversight%20Home%20Page.aspx](https://gkoportal.ng.mil/armg/G1/D03/HRM-I/SitePages/5)%20Incentives%20Oversight%20Home%20Page.aspx), updating the NGR 600-7, SRIP Policy, and the Health Professional Incentive Officer (HPIO) Policy (formerly AMEDD incentives). I expect all of my staff to provide you with timely feedback to your concerns. However, please understand that some issues may be complex and they will need additional time. They will at least provide you a timely initial response to let you know they are working the issue. If you find that you are not being provided the best customer service, please advise MAJ Chaney or me directly.

Once again, thank you for your efforts in improving the processing of incentives. I encourage you to share this newsletter with your leaders, IG, units, etc.



MAJ CHANEY
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Enlisted Program Manager: MAJ Bradley Chaney

First, I would like to wish everyone a happy New Year in 2014!

Next I want to say, let's make great strides this year. Our first Newsletter seems to have done exactly what I had hoped it would do, "get us all working together and bring NGB into the fold with the States." Since our last Newsletter, we have had some very informative discussions that have made us aware of some miscommunications with the States, while at the same time have provided us with the audience to clarify some confusion. We will continue to ask the States to utilize the EISOC in order to funnel pertinent information to our level, while also using them to coordinate suggested changes within the incentive world.

I want to remind all the States, we are currently working to get all primary State Incentive Managers recertified. As per policy, the State Incentive Managers (IM) are required to be recertified every year. This one week recertification will allow us the opportunity to work one-on-one with each State IM once a year, assist in making them stronger IMs and point

out problem issues we are identifying within their programs. Our aspiration is for the IM to leave at the end of the training with a better understanding of his/her position, certain areas within their programs that need attention, and guidance on developing a 180-day plan to address their problem areas.

Additionally, I would like to point out that we are identifying contracts that appear to be fraudulent. We are defining a process on how ARNG will be handling these cases and what we will require from the States in order to process these actions for payment. It is all of our responsibility that every written contract is executed according to law and policy, and that it is done so correctly. When contracts are done inaccurately, it delays a Soldier from getting paid or if issued against law or Department of Defense Instruction, resulting in the Soldier potentially never receiving payment at all. We are all stewards of Government resources and these resources are not only finances, but our Soldiers as well. Let's be certain that every day we are taking care of this most important resource.



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Officer Program Manager: CPT Kevin Burkman

It's now that time of the year where we require a NEW NGB 810 for the Medical/Dental Students participating in MDSSP and for Residents participating in STRAP.

Please remember, effective 1 JAN 2014, we do not accept NGB 810s here at ARNG. Please do not send them to us, the Service Member is required to send them to their State AMEDD Recruiter or designee. The State AMEDD Recruiter/OSM or designee is responsible for uploading the NGB 810 into GIMS and labeling it as

NGB 810 JAN14 or NGB 810 JUN14.

You are also required to make a note in the remarks section stating that you have received and reviewed the NGB 810 and certified it to be true. Additionally, the only NGB 810 that will be accepted is the NGB 810 with the version date of 20130814. All previous versions are obsolete. These documents are located on the HPIO GKO Page.

GKO Tip of the day! Are you looking for the most current ARNG incentives

(Continued)

information? We are working on an easy solution! We are building our website on GKO, which will include a feature that allows you to subscribe to the Incentives Oversight Branch Page. When you subscribe, you will receive a convenient email with a copy of any messages or calendar updates posted and even a copy of any new or revised documents that have been placed on one of the sub pages. This will allow you to remain up-to-date and stay current on all aspects of the ARNG Incentives just by opening your email!

Follow these four easy steps:

Step 1. Click on or cut and paste this URL into your web browser [https://gkoportal.ng.mil/arnq/G1/D03/HRM-I/SitePages/5\)%20Incentives%20Oversight%20Home%20Page.aspx](https://gkoportal.ng.mil/arnq/G1/D03/HRM-I/SitePages/5)%20Incentives%20Oversight%20Home%20Page.aspx)

Step 2. Scroll down to the "Program Links"

Step 3. Put your mouse over the name of the incentive page and directly to the right an drop down menu will appear

Step 4: Click on the drop down menu.

Step 5. In the drop down menu, select on 'Alert Me'.



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SLRP Loan Servicing Addresses

It has recently been brought to my attention by the GIMS Support Team that DFAS is only able to utilize the first 25 characters of the address field for the LRP loan servicing address. Until this is fixed in GIMS or DDS (the SRD-1 replacement), it is important that the PO Box or Street address is the first part of the 'Address 1' block in the 'Update Payment Lender Information' in the GIMS payment schedule. We have cases where words such as *Attention: Monetary Processing* and *Attn: Cash Operations* are cutting off the PO Box or address and checks are not getting to the lender because of an incomplete address.

The Transmittal Letter (TL) is being reviewed and changes made to the addresses prior to sending them to DFAS in an effort to ensure the PO box and street addresses are visible in the first 25 characters. However,

we would prefer that changes not be made to the TL, and the addresses can be used as input by the States. As you process LRP payments, please check the addresses and ensure that the check will get to the proper location if only the first 25 characters of the 'Address 1' block in the payment lender information are used.

Processing of FY08 Payments

HRM-I is aware that several LRP payments were affected by the DFAS cut-off for the FY 08 account in SEP 2013. Those payments that were submitted to PEC/NGB prior to the SEP 2013 cut-off date, are currently in a hold status and will be paid without further action required by the State.

Test payments were submitted this week. We are hopeful that the issue will be resolved shortly. Any payment

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due to a Soldier from a cancelled appropriation that does not fall into the category above, will be addressed by a forthcoming EIOM.

The Education & Incentives Services Officer Council (EISOC)

On 2 JAN 2013, the EISOC and leadership of the HRM-I Branch met to discuss the Newsletter's Primary and Secondary missions as well as issues and concerns noted at State level. The following topics were addressed by the EISOC and are being conveyed to their respective State ESOs to assist with knowledge management and managing expectations:

Loan Address: State IMs need to ensure that the address in block 4e of the DD 2475 is the address the payment is going to. This might not match the address that the payment schedule was originally built with and it might not match the address on the NSLDS. This address needs to be updated/added in the 'Update Payment Lender Information' in the GIMS payment schedule.

The confusion in the field came from block 3 on the DD 2475. This address is the address that was generated with the DD 2475 upon the 90 day window and is the address that the DD 2475 must be sent to in order to get it filled out by the lender. It is very likely that Block 3 is not the same address that will be verified in block 4e.

Routing Numbers: If the loan company verifies block 4e on the DD 2475 with just a routing number, the State IM should corroborate the correct mailing address either through requesting an updated DD 2475 from the lender with an actual mailing address in block 4e or confirming through remarks in GIMS that the lender address has been verified through direct contact to the lender.

GIMS resolution:

Rather than GIMS providing a detailed list of the most common mailing addresses and the State IM being able to select an address from this list, GIMS will be updated by 'forcing' users to manually enter the address every time a payment is being submitted. A pop up box will appear that will remind the user to utilize the address from block 4e of the DD Form 2475.

Disbursed vs. Original Amount:

Payments have also been rejected by PEC because of disbursed amount vs. original amount discrepancies. The payment schedule in GIMS needs to reflect the difference if there are cancelled amounts. Often times, the lender will not annotate on the DD 2475 whether an amount has been cancelled and will only verify the original amount. The NSLDS is the supporting document to the DD 2475. Any cancelled amount can be seen on the Summary and Detail page for each loan. The payment amount for each FY is calculated in GIMS off the disbursed amount.

Communication and Training:

HRM-I will coordinate future recertification IM courses with the States. The recertification course is one week long and being held at the Readiness Center in Arlington, VA (NGB) or the Tibercreek facility in Fairfax, VA. Dates will be published in future Newsletters as soon as they become available.

The GIMS Support Team (GST) is currently working on video tutorials to be published in GIMS and our website. These tutorials will demonstrate specific area problems presently noted in the States such as setting up payment schedules, submitting an Exception to Policy (ETP) or Administrative Correction Report (ACR) and will help guide users through the process. The GST is also providing Distance

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Learning training sessions via Defense Connect Online (DCO).

The HRM-I website is currently under development and will be fully operational within the next few weeks. It will entail discussion forums, updates and news for all incentive programs. It will also provide an extensive library for all pertinent references.

SRIP: Multiple MCNs

We are aware there are multiple instances of MCN requests in many records that are awaiting action. The MCN process will be updated on the new GIMS release scheduled for 13 FEB14. Once the update is released, we will be able to action the pending requests and deny the duplicates. The States can assist in preventing this problem by only initiating one request per MCN.



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We continue to see ETPs resulting from administrative issues such as missing signatures on contracting documents and the improper "Rule" being annotated on the extension documents. Please continue to perform quality assurance checks on the enlistment/extension packets at the time of validation for accuracy to avoid these from turning into ETPs and causing further delays. More importantly, please ensure Soldiers are being paid IAW with the provisions within their contracts. Review the record to confirm all issues associated with the ETP are mentioned in the MILPO memo. Reminder: G1 memos signed

The new 2475s have arrived!!!

Please note, that as of 16 JAN 14, the new DD Form 2475 has been released. You can locate the document at the APD website:

<http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2475.pdf>

Please make sure that you start using the new version immediately and start phasing out the previous edition. Any DD2475s currently in transit to and from the lender will be accepted until 1 APR 14. After this date we will require the new DD2475 for processing. This new form applies to all loan repayment programs.

by anybody other than the MILPO, will cause a delay in processing an ETP request. Please ensure to submit a 'Delegation of Authority' memorandum with each ETP when the MILPO is not signing his/her memo. HRM-I will grant a 3-day grace period in order for the delegation memo to be obtained and uploaded into the Soldier's record. Please work with your Regional Case Manager at PEC to ensure all documents are uploaded in order to better serve our Soldiers.



SLRP Issues that slow down payment processing:

1. Payment addresses do not match block 4(e) on the DD Form 2475. When a routing number has been verified by the lender in that section, but an address is in the payment schedule, the IMs are not making a remark stating that the address has been verified. A new 2475 should be requested from the bank/lender with the payment mailing address added to block 4e. We will accept remarks though, if the address has been verified.

2. Documents not uploaded with accurate names/descriptions.

3. States have multiple documents in one upload and IST personnel has to search for specific documents such as RPAMs or enlistment documents that are mixed in with other documents. Also, having multiple SLRP addendums, enlistment documents, NSLDS or 2475s uploaded in the 4th panel is not necessary because it is time consuming and confusing.

4. Documents for multiple FYs uploaded into 4th panel. For example: FY11 will have two documents named NSLDS, one for FY11 and the other for FY12 and two sets of 2475s. Sorting through these multiple documents takes a long time.

5. Documents are outdated. (NSLDS or 2475s). They cannot be dated more than 90 days prior to the anniversary date (entitlement date). For example: if the anniversary date is June 2012, the 2475 or NSLDS cannot be dated prior to March 2012.

Incentive Support Team at PEC

6. Duplicate SLRP addendums, enlistment documents, NSLDS or 2475s uploaded in the 4th panel. This is not necessary and is time consuming and confusing.

7. States do not review the entire contract, for example: BCN was requested for the correct MOS

8. FY 08 SLRP payments are still being requested. They need to be held at the State level pending the release of NGB guidance. That appropriation is closed .

9. Several GCRC addendums, dated from 1 Mar 2009 until late 2009 that contain references to both the \$50K and the \$20K SLRP are being submitted. These require an ETP.

Positive things related to SLRP processing:

1. A lot of States upload the NSLDS/2475's in the same document. It is helpful, especially when they start with the first payment in the payment schedule and follow each loan. Example: NSLDS Summary page, 1st loan 2475, 1st loan NSLDS individual sheet, 2nd loan 2475, 2nd loan NSLDS individual sheet, and so forth. Pennsylvania has done this a lot and it is very helpful.

2. Minnesota has great remarks entered into SLRP payments. The remarks are detailed, paint a full picture of the record at hand, and identifies any issue that have been or are currently being addressed.

3. Wisconsin does an outstanding job of counseling soldiers prior to SLRP payment on a DA 4187. The incentive and payment is well outlined and gives the Soldier and Reviewing Officer a good understanding of the intricacies of the contract.

General Information related to LRP payment processing:

AES will no longer use the stamp with the routing # on the DD 2475. They will input the actual mailing address from this point forward. For those payments in the process of submittal to the IST with DD 2475s already received from AES, the States will need to correct the lender address within GIMS to reflect the actual mailing address PRIOR to submission of payment.

Issues that slow down SLRP ETP processing (MAY NOT JUSTIFY A RETURN)

1. Lack of supporting documents and no follow through, or slow on email request.

2. Not reviewing full record and including all issues at hand

3. Delegation of Authority memo missing.

Issues that slow down SRIP Payment Processing:

1. 'Corrected Copy' addendum needs to be properly labeled and only executed based upon an approved ETP.

2. After a payment has been denied, IMs need to read comments left by the IST and address the comments and/or apply corrective action prior to resubmitting payments to the IST.

3. If IMs do not understand what is required in order to correct the payment issue, please email the Regional Case Manager (found on page 7 and 8) for clarification instead of resubmitting payment.

4. Attention to detail is key: screen entire record prior to submission.

GIMS Team

GIMS will have some exciting new enhancements inputted in the month of February. There are two additional functions: Manual Control Number (MCN) for Critical Skill Reenlistment Bonus (CSRB) and Administrative Correction Request (ACR) for the Kicker Incentive.

In addition to these two programs being created, multiple enhancements will be added to the current MCN and Manual Control Request (MCR) Module. Everything will be loaded into GIMS Training on 30 JAN 14 and deployed to GIMS Live on 13 FEB 2014. This will give everyone roughly two weeks to ensure that the enhancements and additional functions are working efficiently. Following the deployment there will be patch releases to correct bug/defect issues we may have encountered during the deployment.

As always, we are striving to continually enhance GIMS to create an easier user experience which will enable quicker payment and contract approvals.



Thank you for all the great ideas that are sent to the GIMS team and we appreciate your patience while we work through them. Have a great month.

GIMS Support Team

The Reporting Center in GIMS will be more robust than iMARC and will provide a variety of reports when it is complete. Although it is not yet complete, there are several reports that are available.

The 'Scheduled Payments' report allows you to pull both overdue payments and upcoming payments. The 'Active Losses' report will show you who has an active contract, but has been discharged from the ARNG. The 'Non Duty Position Qualified (DPQ)' report will tell you who has payments due, but is not showing in the GIMS pay bins as the Soldier is not DMOSQ based on SIDPERS coding.

There are also reports for your leadership. The G1 workload reports will tell you how many bonus payments, SLRP payments

or ETPs are pending at the Unit, State and NGB levels. (a word of warning – the LRP workload report is looking at loans rather than payment groups so those numbers are extremely high right now.)

In order to facilitate use of the Reporting Center, we have developed step by step guides for using several of these reports. The guides can be found at <https://www.us.army.mil/suite/files/36975142>.

Reminder – GIMS will only forward an establishment transaction from the DFAS Establishments bin if the previous incentive is fully paid out. If a payment is Awaiting Reconciliation, GIMS doesn't know if it was paid out and can't be reconciled or if it rejected and no one worked the reject report so it will not push the

Establishment transaction forward for the new incentive.

If you have a record sitting in your DFAS Establishments bin for more than 3 days, the previous bonus is completely paid out and there are no actions pending on it, no terminations, ETPs, etc., you can send an email to your IST or GST rep and ask them to push the establishment forward. They will send it to the NGB bin and it will go to DFAS the next time the Establishments are pushed.

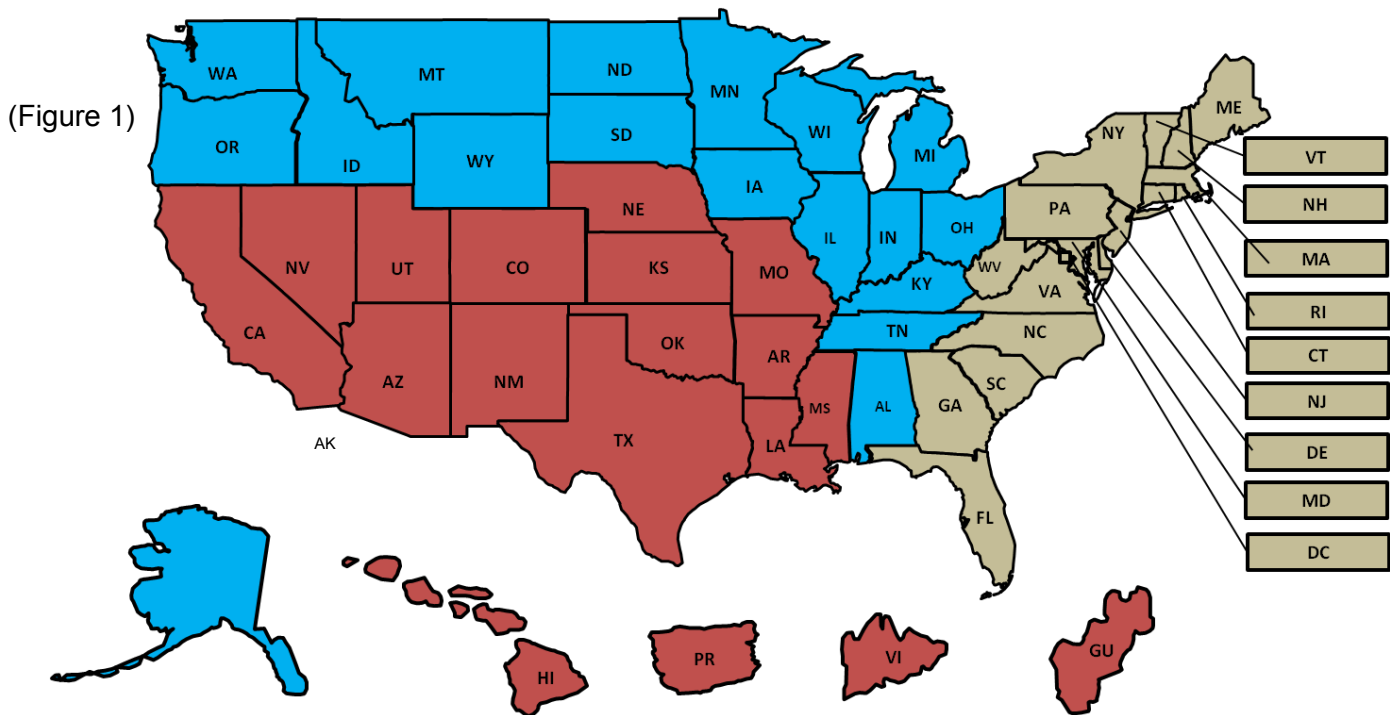
As a reminder, the GST has the mission to identify system issues which inhibit user's ability to process incentives within GIMS. Issues of this nature should be submitted through the RCMS Help Desk (ng.ncr.arng.mbx.rcms-g@mail.mil) so that the issue can be officially tracked by NGB.

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If the issue is causing an immediate problem or work stoppage (i.e. a payment cannot be processed or a bonus cannot be issued until the issue is cor-

rected), then you should also notify your GST Representative so that they can highlight the issue to NGB. GST Representatives are responsible for sup-

porting the States and Territories within their areas in addition to the assigned general support responsibilities noted below.



Mr. Robert Lego

Mr. Robert Lego is the lead for all Override Requests and the Contract module. He is also a Subject Matter Expert in the REQUEST and GCRC systems and one of the principle designers of GIMS. In addition he shares responsibility with Mr. Flemming for providing "Lost & Corrected Copy" of addenda as annotated on approved ETPs.

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Mr. Jon Faller

Mr. Jon Faller is the lead for the GIMS SLRP module and processing SLRP ACR's.

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Ms. Judi Neifert is the lead for Payment, Termination, ACR and Reporting Center modules. She processes all bonus ACRs & CMS cases in addition to being our SME for finance and DFAS related aspects of incentive management.

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Mr. Mitch Flemming

Mr. Mitch Flemming is the lead for the User Management Tool (UMT) and the ETP module. In addition, he shares responsibility with Mr. Lego for providing "Lost & Corrected Copy" addenda when required by an approved ETP.

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We are aware that several States did not receive the December Newsletter and may not have had the opportunity to work the missions. We apologize for the inconvenience. We hope that we have successfully edited our distribution list and everybody is now receiving this Newsletter.

Primary Mission

Objective: Improve Accuracy Rate of SLRP Payments submitted to PEC to an accuracy rate of 70%.

Start: 16 December 2013
End: 10 September 2014

Quarterly #1: 10 March 2014
Quarterly #2: 10 June 2014

This primary mission is still ongoing and the data remains the same as published in the December 2013 Newsletter. A quarterly evaluation of the data will be published in our March and June Newsletters and the map will entail new data at that time. If you have any questions about the Primary Mission, please consult your Newsletter and contact your GST Representative (as listed on this page).

Secondary Mission I

Objective: Decrease average days in SRIP 'Pending Validation' bin to 30 days or below.

Start: 15 January 2014
End: 10 February 2014

This secondary mission will end 10 February 2014.

The map on page 12 (figure 2) reflects the current status for every State and territory as of 10 January 2014.

There are several States and territories that have contracts in this bin that are way above the 30 day benchmark. However, there are also States that have already reached the green status. Please keep in mind that this bin should be as close to zero as possible. The ultimate goal is to have every State within 10-15 days or less.

In order for a State to be coded green, amber or red, the following criteria apply:

Green: 30 days or below
Amber: 31 through 45 days
Red: Above 45 days

Secondary Mission II

Objective: Eliminate the number of records by decreasing the average days in SRIP 'Verification Failed' bin to 15 days or below.

Start: 15 January 2014
End: 10 February 2014

This secondary mission will end 10 February 2014.

The map on page 12 (figure 3) reflects the current status for every State and territory as of 10 January 2014. The numbers reflect the average number of days records have been in this bin.

There are several States and territories that have contracts in this bin that are way above the 30 day benchmark. However, there are also States that have already reached the green status. Please Objective II: Eliminate the number of records by decreasing the average days in SRIP 'Verification Failed' bin to 15 days or below.

Start: 15 January 2014
End: 10 February 2014

This secondary mission will end 10 February 2014.

The map below (figure 4) reflects the current status for every State and territory as of 10 January 2014. The numbers reflect the average number of days records have been in this bin.

There are several States and territories that have contracts in this bin that are way above the 30 day

benchmark. However, there are also States that have already reached the green status. Please There are several States and territories that have contracts in this bin that are way above the 30 day benchmark. However, there are also States that have already reached the green status. Please keep in mind that this bin should be as close to zero as possible. The ultimate goal is to have every State within 10-15 days or less.

In order for a State to be coded green, amber or red, the following criteria apply:

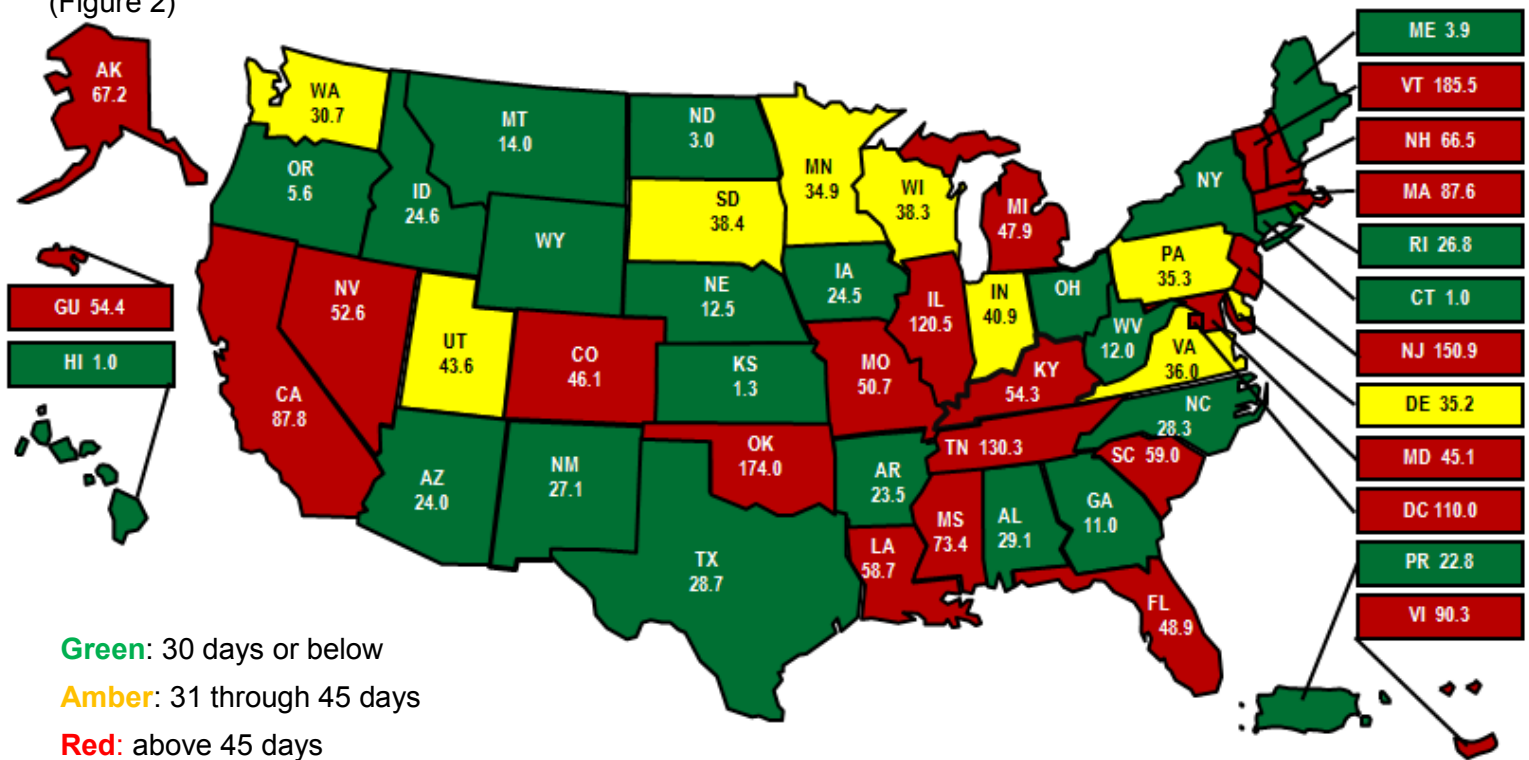
Green: 15 days or below
Amber: 16 through 30 days
Red: Above 31 days

Note: This report does not account for records that have been identified by the States for having failed 'Verification' erroneously and were already submitted to the PEC IST for removal. However, given the inability to determine this, the intent is to ensure that this bin is not being overlooked for records that are truly failing 'Verification'. NGB is working on updating the 'Verification Fail' rules in an effort to decrease the number of erroneous verification fails.

NOTE: Please ensure to continue to follow up with monitoring and managing the 'Decrease average days in SRIP Awaiting Document (s) Upload' bin as you completed the previous secondary mission. It is imperative that this bin is maintained at below 15 days to guarantee the subsequent success of this month's secondary mission. Although HRM-I will not continue to monitor this bin for mission reasons, the GIMS Support Team do and they will notify you if there are lapses.

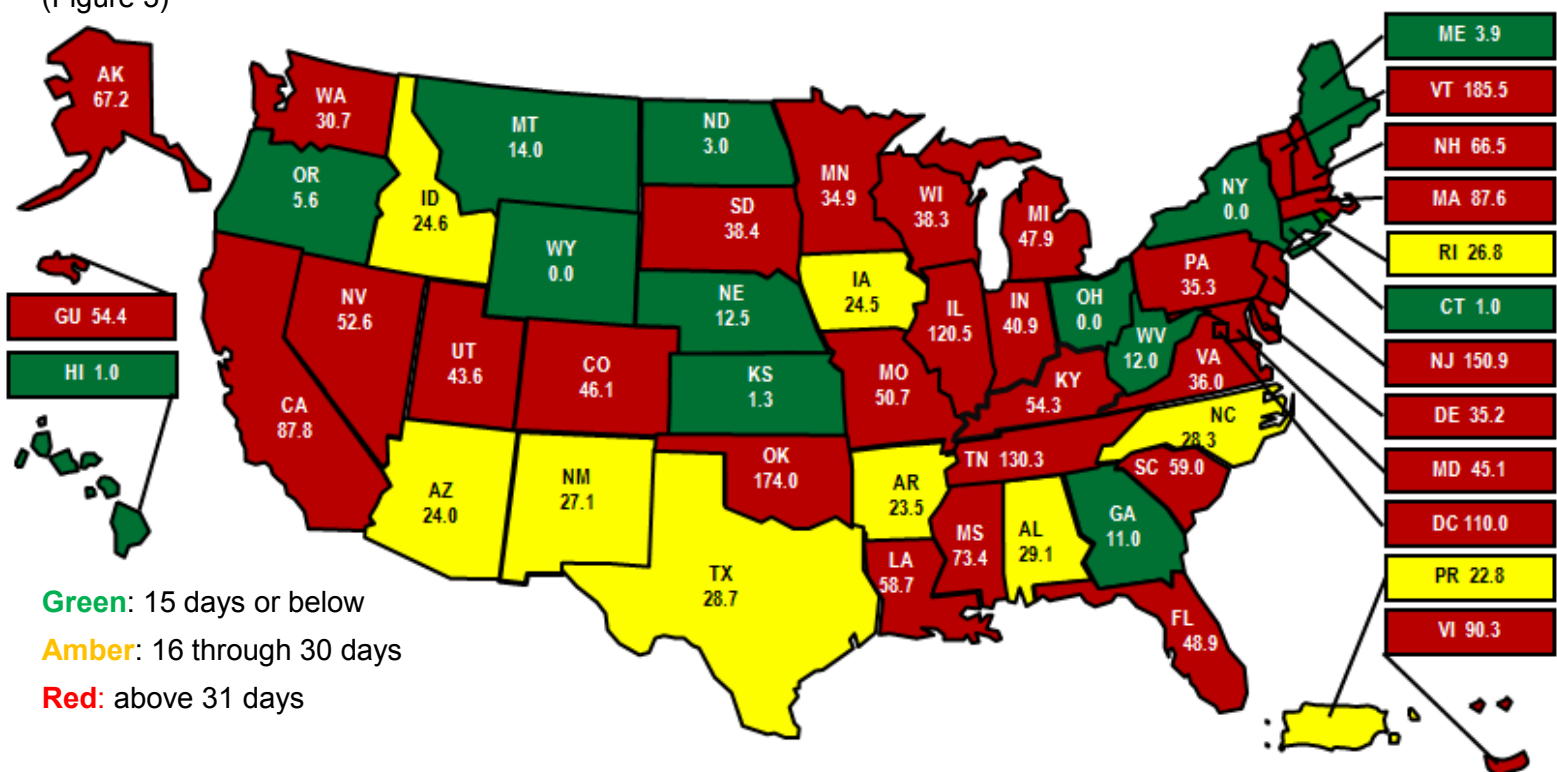
Secondary Mission I—Decrease average days in SRIP 'Pending Validation' bin to 30 days or below

(Figure 2)



Secondary Mission II—Eliminate the number of records by decreasing the average days in SRIP 'Verification Failed' bin to 15 days or below

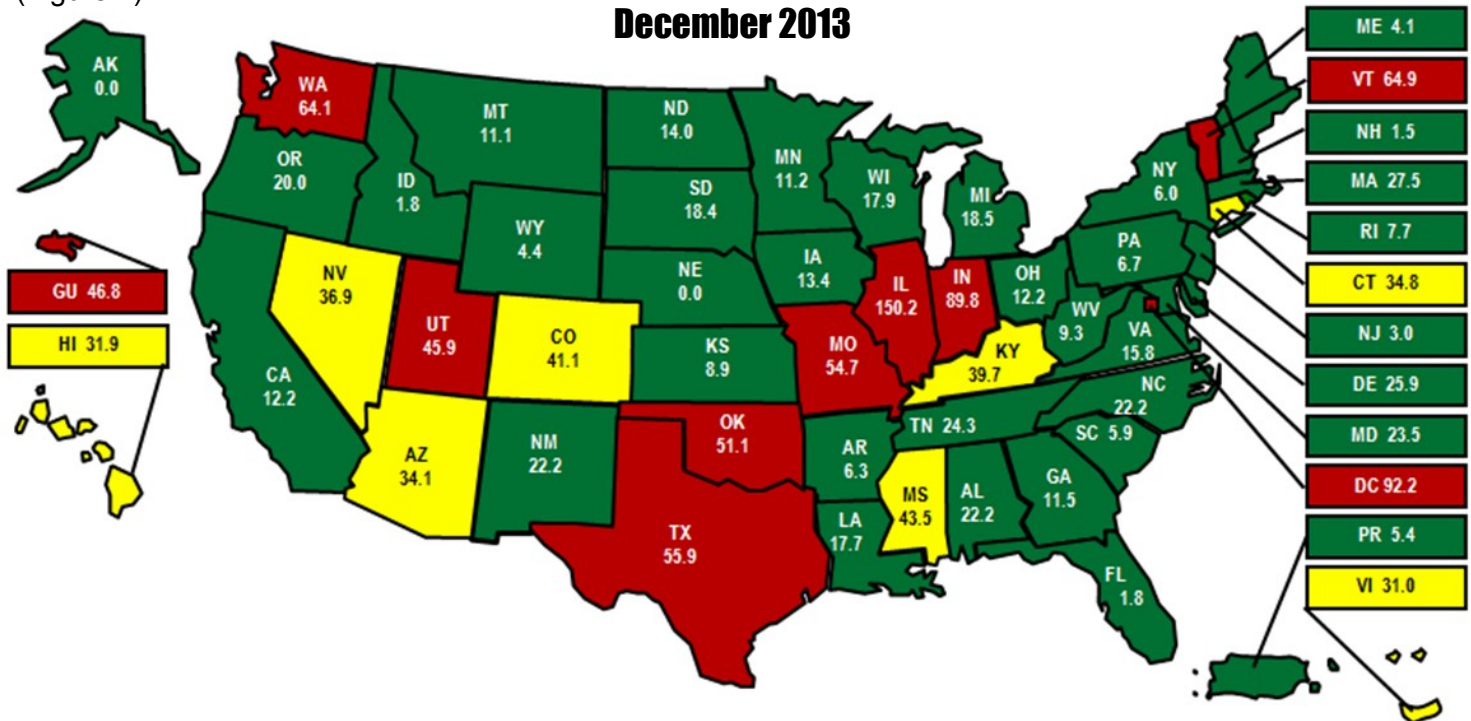
(Figure 3)



Evaluating December Secondary Mission — Decrease average days in SRIP 'Awaiting Document(s) Upload' bin to 30 days or below.

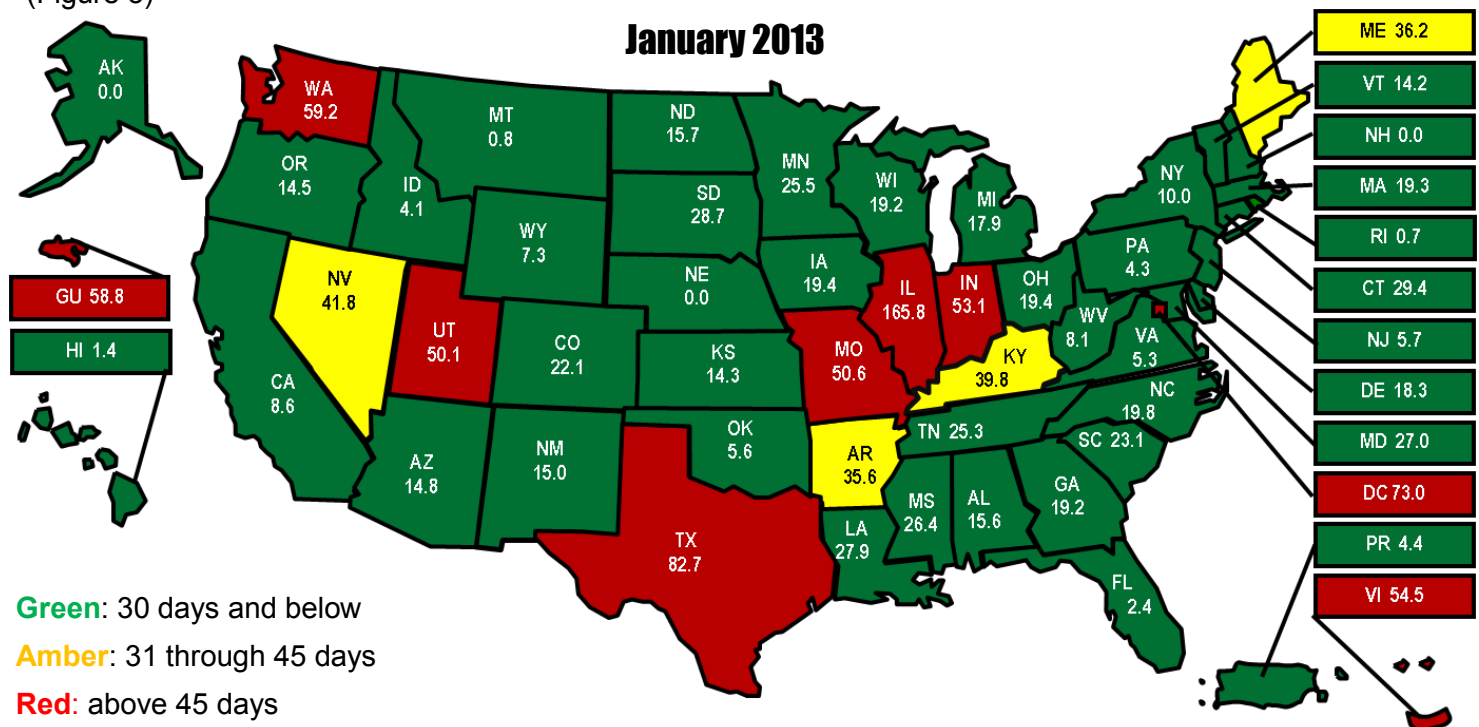
(Figure 4)

December 2013



(Figure 5)

January 2013



Evaluating December Secondary Mission — Decrease average days in SRIP 'Awaiting Document(s) Upload' bin to 30 days or below.

The December Secondary Mission has overall been a success. There were many improvements made by several States and although some might not have moved out of their previous color coded category, the numbers themselves demonstrate that great effort has been made.

Please keep in mind that the task of uploading an addendum is NOT the Incentives Manager's responsibility (except for MEPS generated NPS & PS contracts). It is however his or her responsibility to communicate the task to the appropriate personnel within the State that should be uploading the documents on the date the contract is issued to prevent this from being an issue at all.

In December, we had 36 States in Green, 8 States in Amber and 10 States in Red. In January 2014, we have 41 States in Green, 4 in Amber and 9 in Red. (see also Figure 6)

Several States had a dramatic improvement and went from Amber to Green, such as Hawaii, Mississippi and Arizona. Congratulations to Oklahoma and Vermont for the most improved bin, going from Red to Green.

There were States that improved the average number of days in a bin, but the improvement did not result in a change in color category. That being said, progress has been made and we commend their effort. A few States were already green and strove to minimize the bin to as close to zero as possible. Minnesota, Virginia, and Alabama are examples of that. Montana remained in green but brought their bin to almost zero, our ultimate end goal.

A few States have not shown any improvement and actually increased their average days in the bin (Texas, Illinois, Guam and the Virgin Islands). As mentioned above, we are aware that this might have been due to

them not receiving the Newsletter. We know however that these States will work to ensure that they will catch up. For the other States that worked their bins but failed to improve: it is imperative that this bin is monitored regularly because you cannot validate a contract until the contractual documentation is uploaded and the record moves to the "Pending Validation" bin.

Note: NGB is also aware that some of these numbers in this bin are not totally correct as any completed Manual Control Number (MCN) reverts back to the contract signature date in the "Days in Bin" column. We are working to have the "Days in Bin", actually count the days from when the contract is moved into this bin. However, note the intent here is to ensure that this bin is not being overlooked and realize that no contract can be paid until all the steps within the "Contract Actions" Folder are completed of which this is the first step.

(Figure 6)

Color Category	December 2013	January 2014
Green	36	41
Amber	8	4
Red	10	9

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Glossary

ACR = Administrative Correction Report (ACR)	IM = Incentive Manager
AES = American Educational Services	iMARC = Information, Management & Reporting Center
AMEDD = Army Medical Department	IST = Incentive Support Team
ARNG = Army National Guard	MCN = Manual Control Number
BCN = Bonus Control Number	MCR = Manual Control Request
CSRB = Critical Skill Reenlistment Bonus	MDSSP = Medical Dental Student Stipend
DCO = Defense Connect Online	MEPS = Military Entrance Processing Station
DDS = Deployable Disbursing System	MILPO = Military Personnel Office
DFAS = Defense Finance and Accounting Service	MOS = Military Occupational Specialty
DMOSQ = Duty Military Occupational Specialty Qualified	NPS = Non-Prior Service
DPQ = Duty Position Qualified	NSLDS = National Student Loan Data System
EISOC = Education & Incentives Services Officer Council	OSM = Officer Strength Manager
ESO = Education Services Officer	PEC = Professional Education Center
ETP = Exception to Policy	POC = Point of Contact
FY = Fiscal Year	PS = Prior Service
GCRC = Guidance Counselor Resource Center	REQUEST = Recruit Quota System
GIMS = Guard Incentive Management System	RCMS = Reserve Component Management System
GKO = Guard Knowledge Online	RPAM = Retirement Points Accounting System
GST = GIMS Support Team	SIDPERS = Standard Installation and Division Personnel Reporting System
G1 = Human Resources Directorate	SLRP = Student Loan Repayment Program
HRM-I = Personnel, Programs, Resources and Manpower Division	SRIP = Selective Reserve Incentive Policy
HPIO = Health Professional Incentive Officer	SRD-1 = Standard Financial System (StanFins) Redesign One